

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

ORIGINAL

For Commission Use Only:

Case: 05-0391

FORMAL COMPLAINT

Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

Regarding a complaint by (Person making the complaint):

Geraldine C. Young

Against (Utility name):

AT+T

As to (Reason for complaint)

on 9-17-04 I switched from AT+T to SBC long distance
They continued to bill me after 9/17/04
even though I requested from AT+T on 9/17/04
that I no longer wanted AT+T for long distance.

in Chicago Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is

601 East 32nd Street, #302
Chicago, IL 60616-4087

The service address that I am complaining about is

601 East 32nd St., #302, Chicago, IL 60616

My home telephone is

[312] 842-2055

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at

[312] 842-2055

(Full name of utility company)

American Telephone & Telegraph

(respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

83 Ill. Adm. Code Part 135 (Billing Section)
Section 135.107
for phone

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☒ Yes ☒ No

complaint (informal) closed.
This requests formal complaint.

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

There are charges I paid AT&T for which I request a refund. AT&T continues to bill me for charges I don't feel I owe.

On 9/17/04 I switched long distance from AT&T to SBC. AT&T however, continued to bill me even after 9/17/04 ignoring my request. In spite of the fact that I requested from AT&T on 9/17/04 that I no longer wanted AT&T for long distance, AT&T slammed me & continues to bill me for \$1.51 and wrongfully demanded \$19.65 which I erroneously paid and for which I want refund.

Please clearly state what you want the Commission to do in this case: Force AT&T to refund \$19.65 I paid. Adjust \$1.51 for which they continue to bill me.

Date: 6/18/05
(Month, day, year)

Complainant's Signature Geraldine C. Young

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Geraldine C. Young, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

(Signature) Geraldine C. Young

Subscribed and sworn/affirmed to before me on (month, day, year) 6/21/05

Notary Public, Illinois



KINETIS LEONARDOS
OFFICIAL SEAL
Notary Public, State of Illinois
My Commission Expires
September 28, 2007

NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.